

Client Waiting for Services

ARMS

Instructions

On-Line Data Entry

Report Generation

Division of Aging and Adult Services Home Page
<http://www.dhhs.state.nc.us/aging/>

ARMS Home Page
<http://www.dhhs.state.nc.us/aging/arms/armspage.htm>

To view this document on-line
<http://www.dhhs.state.nc.us/aging/arms/update2.pdf>

Prepared by [Linda Owens](#)

The Client Menu

Figure 1 is the *Client Menu*. There are two choices available on the Client menu. The “Registration” sub-menu option selects the Client Registration Browse Screen. The “Service Totals” sub-menu option selects the Service Totals Browse Screen.

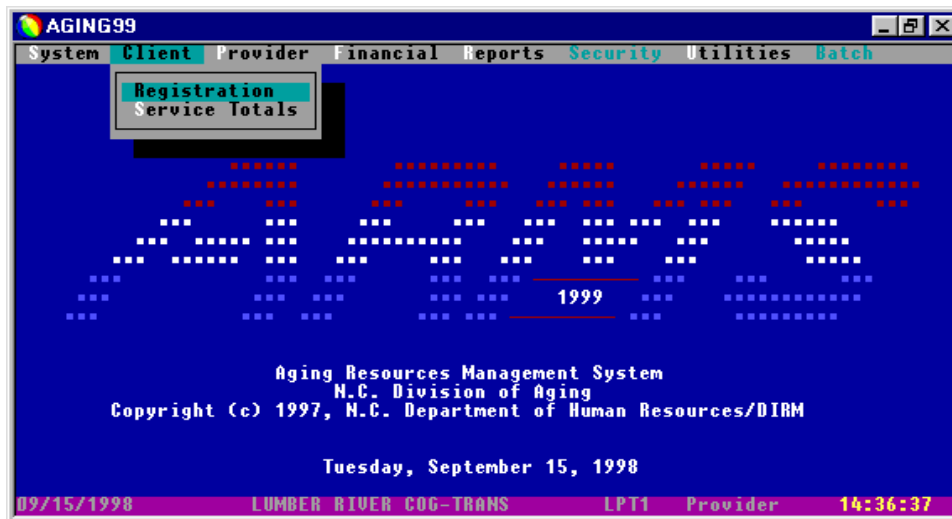


Figure 1 The Client Menu System

Client Browse Screen

Select the sub-menu **Registration** from the **Client Menu**. The following **Client List** browse screen will appear.

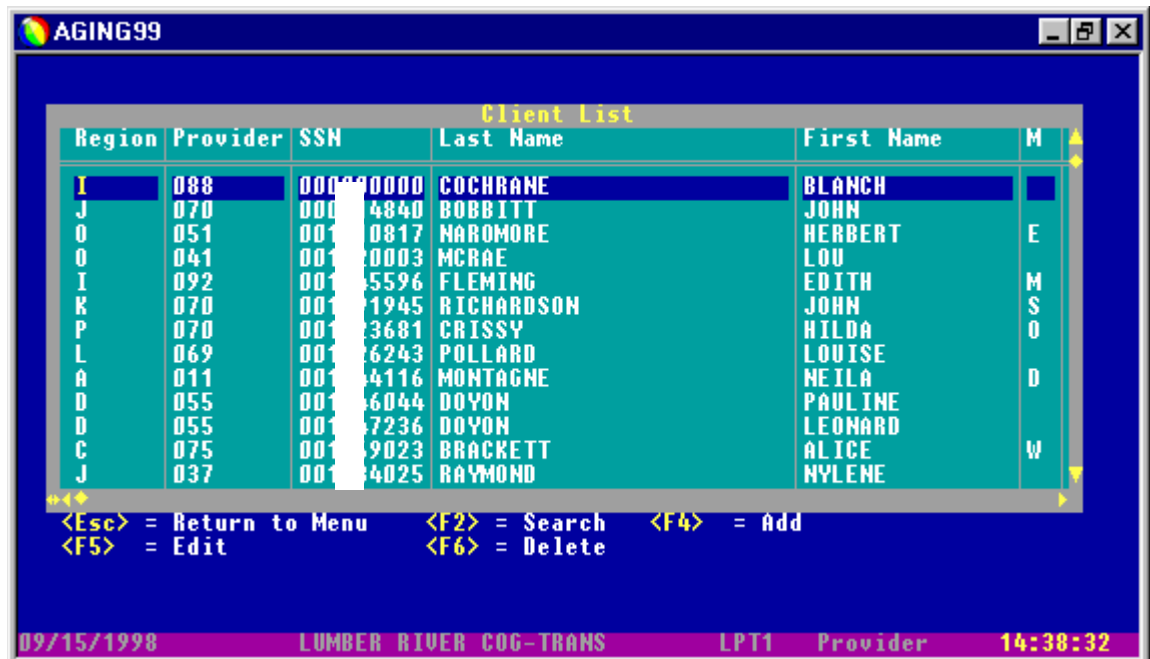


Figure 2 Client Browse Screen

Registration

Figure 3 below is the *Client Registration Detail Screen*. This screen is displayed after the “F4=Add” or “F5=Edit” button has been chosen from the Client Registration Browse Screen. The fields on the Add screen are blank, while the fields on the Edit screen are filled with the values from the currently selected record on the Client Registration Browse screen.

AGING99

CLIENT REGISTRATION FORM

Region:R Provider:092 Waiting for Service? (Y/N):Y 033 020 041
Type Act.:R SSN: 98-6840 Date:12/17/1998 County: 92 Race:B
Sex:F DOB:01/24/1900 Death Date: / /

Last Name:LINDA First:OWENS MI:M
Address:693 PALMER DRIVE
City:RALEIGH ST:NC Zip:27626-0531 Phone:919-733-8390
Emergency Contact: Last Name: JOHN EC Phone:
First Name: OWENS 919-733-3983

Live Alone(Y/N): N Client Caregiver (Y/N): N
Special Eligibility (Y/N): N Self-Declared Disability (Y/N): N
Economically Needy (Y/N): N Client Oriented (Y/N): Y
Relieves a Caregiver (Y/N): N

of IADL Impairments: 3
of ADL Impairments: 1
Nutrition Health Score: 2

Functional Status:2
Date of Last Update:12/17/1998
By:Linda Owens

<Ctrl-W> = Save & Return <Esc> = Return to Menu

12/17/1998 Linda Owens LPT2 Supervisor 14:36:36

Figure 3 Client Registration Form Screen

To Add a New Client that is Waiting for Service

Pressing <F4> will display a blank Client Registration Form **Add** screen, which allows new records to be added to the database. The field **'Waiting for Service'** defaults to 'N'. If you type a 'Y' three fields appear for you to enter up to three service codes. If you answered 'Y' and entered up to one or more service codes; you do not have to complete the entire form--you can enter data through the **'Phone'** number.

Note: You are encouraged to enter as much information as you have because when you serve the client waiting for a service, you will have to go back and update the Client Record before units can accept.

To save information and return to the Client Registration Browse Screen, press the <Ctrl-W> button.

To Edit a Client Record

Pressing <F5> will display a Client Registration Form **Edit** screen so that the currently selected record can be modified. The user is allowed to change any data on this screen that is not disabled or in red. Pressing the <Esc> button will return to Client Registration Browse Screen without saving any changes made to the data on the screen. To **save** changes and return to the Client Registration Browse Screen, press the <Ctrl-W> button.

Removing Waiting for Service from Client Record

Once the client receive any service recorded in the *'Client Waiting For Service'* fields, ARMS will automatically remove that service from the Client Record.

Reports Menu

The following reports are available from the **Reports Menu** in Figure 4.

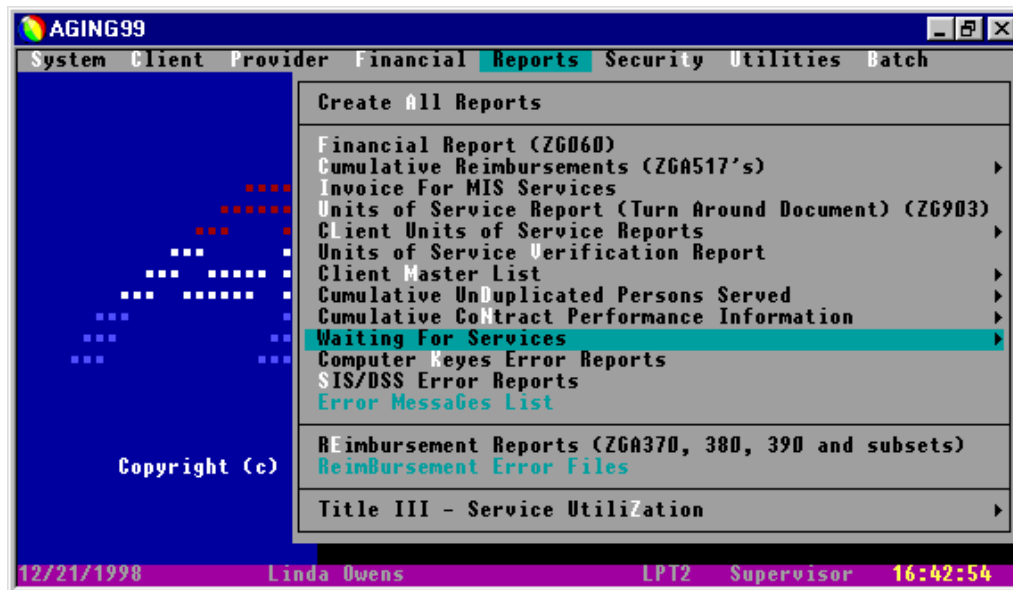


Figure 4 Reports Menu

Highlight and press **Enter** on the sub-menu 'Waiting for Services.' Figure 5 list the available reports to print. Highlight the report name and press **Enter** to create the report.

Note: Based on what you have selected in Report Options on the System Menu will determine whether you print the report, send to a file and/or preview the report on screen.

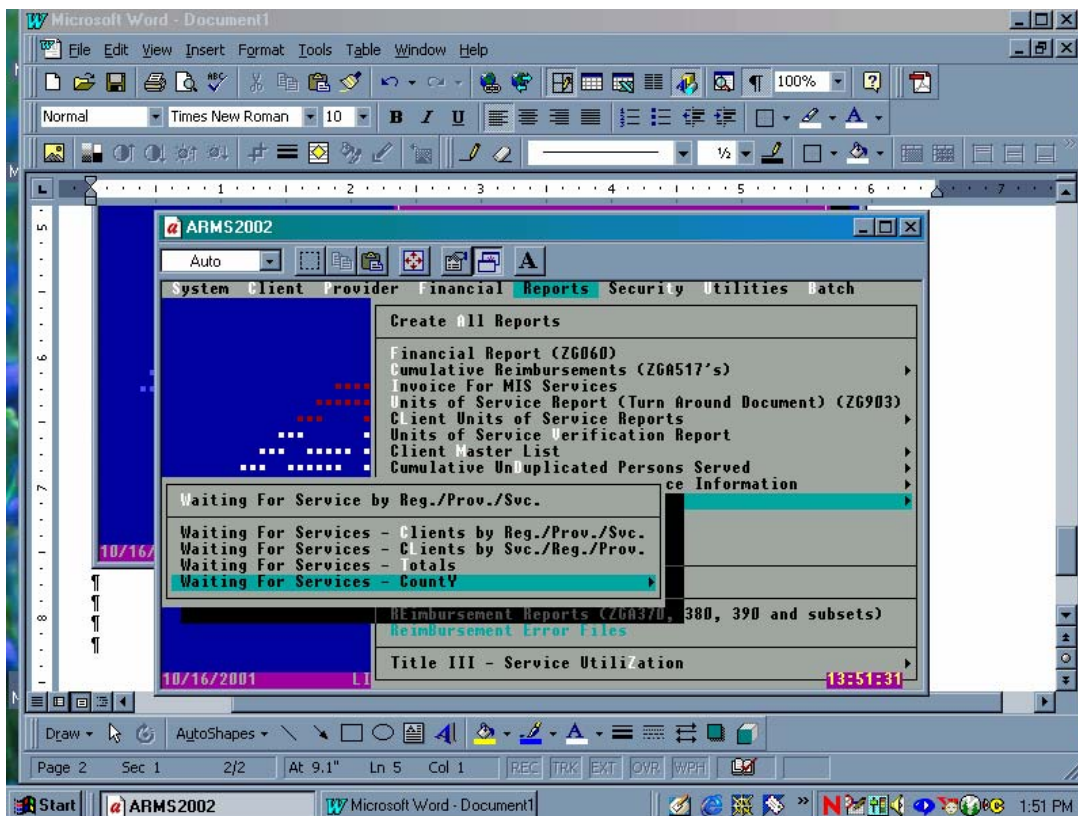


Figure 5 Reports Menu

The following is a sample *Client Waiting for Service Report by Region, Provider and Service*.

10/16/2001		NORTH CAROLINA DIVISION OF AGING CLIENTS WAITING FOR SERVICE by Region/Provider/Service			Page: 1
		REGION: PROVIDER:			No region or provider code assigned to client
Service	Service Description	SSN	Last Name	First Name	
020	HOME DEL MEALS	122 0	JOHNSEN	RICHARD	
020	HOME DEL MEALS	888 9	BAKER	ANNIE-BELL	
020	HOME DEL MEALS	888 0240	KIVETTE	LILLIAN	
				SERVICE 020	
				TOTAL:	3
10/16/2001		NORTH CAROLINA DIVISION OF AGING CLIENTS WAITING FOR SERVICE by Region/Provider/Service			Page: 2
		REGION: A PROVIDER: 020			
Service	Service Description	SSN	Last Name	First Name	
041	HOME MANAGEMENT	035 304	PONTES	TED	
041	HOME MANAGEMENT	157 613	BUFALA	BERNICE	
041	HOME MANAGEMENT	157 845	KLAASSE	BEATRICE	
041	HOME MANAGEMENT	215 439	DEFRLECE	MICHAEL	
041	HOME MANAGEMENT	224 570	HARTNESS	WILLARD	
041	HOME MANAGEMENT	237 408	ROGERS	BERTHA	
041	HOME MANAGEMENT	237 0075	LAUGHTER	IRENE	

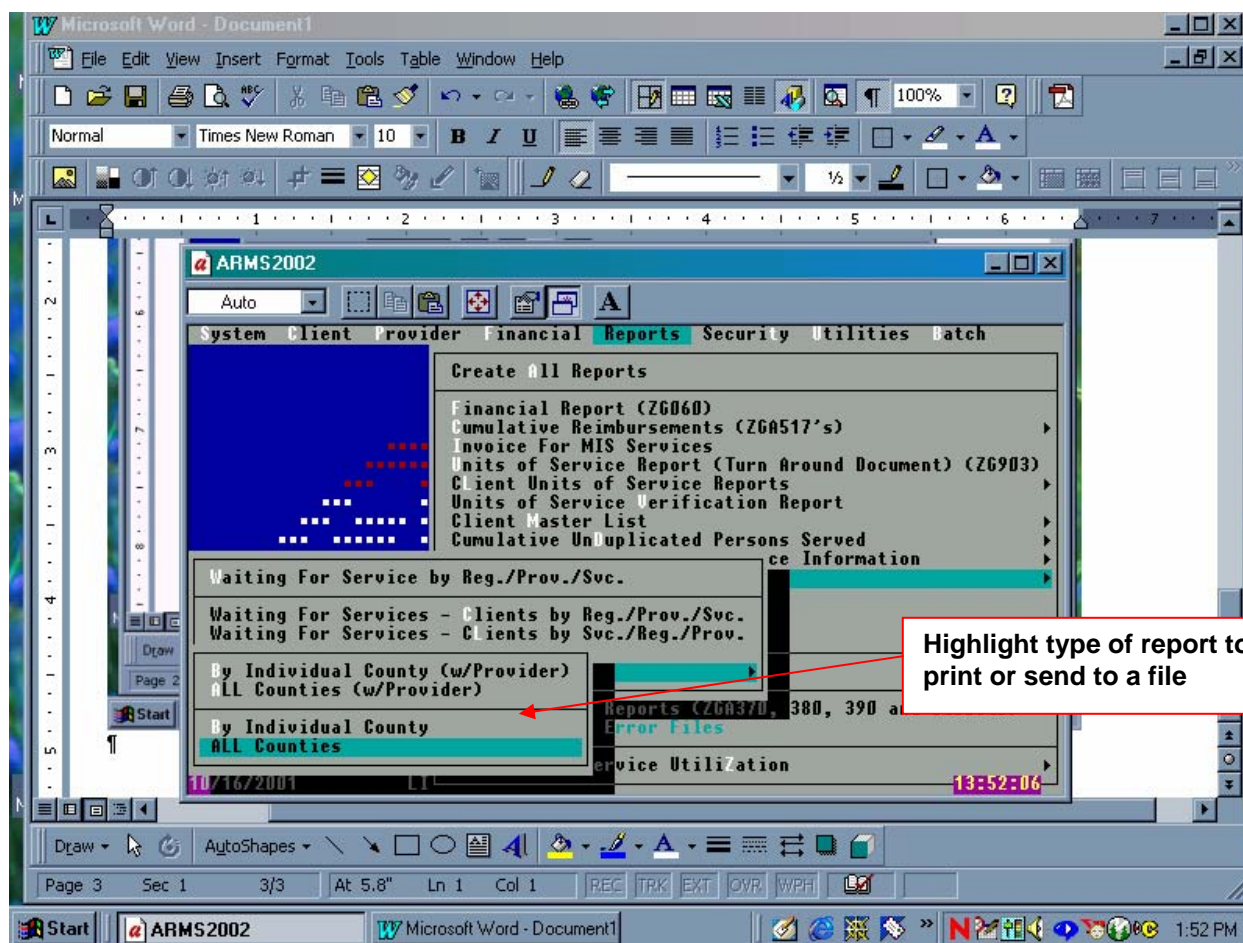
The following is a sample *Client Waiting for Service Report by Service, Region and Provider*.

10/16/2001		NORTH CAROLINA DIVISION OF AGING CLIENTS WAITING FOR SERVICE ALL Counties			Page: 2
		COUNTY:ALAMANCE			
Reg	Provider	Provider Name	Svc	Service Description	Total
F	036	GASTON COUNTY DSS	045	PERSONAL CARE	1
				PROVIDER 036 TOTAL:	1
G	002	FRIENDSHIP CENTER OF ALAMANCE	020	HOME DEL MEALS	1
			030	ADULT DAY CARE	12
			033	TRANSPORTATION (MED)	1
			041	HOME MANAGEMENT	1
			309	GROUP RESPITE	3
			610	CARE MANAGEMENT	1
				PROVIDER 002 TOTAL:	19
	009	HEMOCARE PROVIDERS	041	HOME MANAGEMENT	6
			042	PERSONAL CARE	5
			045	PERSONAL CARE	15
				PROVIDER 009 TOTAL:	26
	040	ALAMANCE CO MEALS ON WHEELS	020	HOME DEL MEALS	26
				PROVIDER 040 TOTAL:	26
	060	ALAMANCE CO COMMUNITY SERVICES	045	PERSONAL CARE	1
			180	CONGREGATE NUTRITION	5
			250	TRANSPORTATION	5
				PROVIDER 060 TOTAL:	11
O					

The following is a sample *Client Waiting for Service Report 'Totals by Service.'*

10/16/2001	NORTH CAROLINA DIVISION OF AGING		Page: 1
	CLIENTS WAITING FOR SERVICE		
	Totals - By Service		
Service Code	Service Description	Total Clients Waiting For Service	
-----	-----	-----	
020	HOME DEL MEALS	3303	
021	HOME DEL MEALS-USDA	146	
022	HOME DEL-SUPP MEALS	73	
030	ADULT DAY CARE	90	
033	TRANSPORTATION (MED)	56	
040	INFO & ASSISTANCE	5	
041	HOME MANAGEMENT	1969	
042	PERSONAL CARE	1691	
043	HOME MANAGEMENT	183	
044	HOME MANAGEMENT	22	
045	PERSONAL CARE	712	
046	HOME MANAGEMENT	0	
060	HEALTH SCREENING	0	
081	SKILLED NURSING	0	
082	THERAPY	1	
083	MEDICAL SOCIAL SVCS	0	
084	NUTRITION CARE	0	
130	LEGAL SERVICES	3	
140	HOUSING & HOME IMPR	348	
155	ADULT DAY HEALTH	49	
160	MENTAL HEALTH COUNS	3	
170	SENIOR CTR OPERATION	0	
175	SENIOR CTR DEV	0	
176	SENIOR CTR GENERAL	0	
180	CONGREGATE NUTRITION	92	
181	CONG NUTR USDA	85	
182	CONG NUTR SUPP MEALS	17	
190	VOLUNTEER PROG DEV	0	
209	RESPIRE, GROUP	0	
210	RESPIRE, INSTITUTION	0	
220	HEALTH PROMOTION	0	
235	RESPIRE	27	
236	RESPIRE	297	
237	RESPIRE	48	
238	RESPIRE	0	
250	TRANSPORTATION	89	
260	SENIOR COMPANION	16	
270	SENIOR CTR DEV/OUT	0	
309	GROUP RESPIRE	3	
401	DISEASE PREV 90/10	0	
410	DISEASE PREV 85/15	0	
420	DISEASE PRE-MED MGMT	0	
550	SENIOR CTR CAP IMPR	0	
610	CARE MANAGEMENT	103	
800	INFORMATION	0	
810	ASSISTANCE	0	
820	COUNSELING/SUP/TRAIN	0	
830	RESPIRE CARE	0	
840	SUPPLEMENTAL SVCS	0	
Total		9,431	

The following is a sample *Client Waiting for Service Report by County*. Users have several options for printing Client Waiting List by County.



10/16/2001 NORTH CAROLINA DIVISION OF AGING Page: 1
 CLIENTS WAITING FOR SERVICE
 ALL Counties

No county code keyed
 for this client

COUNTY 0

Reg	Provider	Provider Name	Svc	Service Description	Total
0	046	COLUMBUS CO DEPT OF AGING	045	PERSONAL CARE	1
PROVIDER 046 TOTAL:					1
0 COUNTY TOTAL:					1

10/16/2001

NORTH CAROLINA DIVISION OF AGING
 CLIENTS WAITING FOR SERVICE
 by Service/Region/Provider
 Service: 020-HOME DEL MEALS

Page: 1

Clients on the
 system that no
 Region or Provider
 Code assigned
 waiting for a
 service

REGION	PROVIDER	SSN	Last Name	First Name
		12	20 JOHNSEN	RICHARD
		8E	19 BAKER	ANNIE-BELL
		8E	20 KIVETTE	LILLIAN
			PROVIDER	
			TOTAL:	3
			REGION	
			TOTAL:	3
A	044	23	18 DEVLIN	EULA
A	044	23	29 WYATT	JAMES
A	044	23	80 HANNAH	MARY
A	044	23	38 CAGLE	RUTH
A	044	23	73 MCINTYRE	LILLIE
A	044	23	47 HUGHES	BLANCHE
A	044	24	77 PENLAND	DAVID
A	044	24	42 FURNESS	MAXIE
A	044	24	03 WYATT	HILDA
A	044	24	69 MINNICK	JOHN
A	044	24	37 JONES	DOROTHY
A	044	24	37 CAGLE	HELEN
A	044	24	73 MATTHEWS	VICKY
A	044	24	78 WEBB	MOLLY
A	044	24	73 WORLEY	GERALDINE
A	044	24	32 WARREN	RUBY
A	044	24	86 WARLICK	SALLY
A	044	24	82 WYATT	PEARL
A	044	24	18 BRYSON	GILBERTA
A	044	24	85 MITCHELL	MARVIN
A	044	24	59 MOODY	MARY
A	044	24	65 GREEN	JUANITA
A	044	24	35 MCCLURE	OLLIE
A	044	84	44 SURRETT	ROBERT
A	044	84	88 SORRELLS	JULIA
A	044	84	54 STEWART	ANNIE
A	044	84	66 DAVIS	ETHEL
A	044	9C	50 LYNN	WILSON
			PROVIDER 044	
			TOTAL:	28
A	060	23	29 CHASTAIN	MARIE
			PROVIDER 060	
			TOTAL:	1